

# Reaccreditation of a Dispensing / Pharmacy Assistant programme, Buttercups Training

Report of a reaccreditation event, 14 August 2018

## Introduction

The General Pharmaceutical Council (GPhC) is the statutory regulator for pharmacists and pharmacy technicians and is the accrediting body for pharmacy education in Great Britain.

Buttercups Training Ltd ('the provider') was originally accredited by the previous regulator, the Royal Pharmaceutical Society of Great Britain, in 2007 to provide a dispensing assistant training course. It was subsequently reaccredited by the GPhC in January/February 2011 subject to three conditions, and again in 2014 when the accreditation team agreed to recommend to the Registrar of the General Pharmaceutical Council that the Dispensing Assistant programme delivered by Buttercups should be reaccredited for a full period of 3 years. There were no conditions or recommendations. The accreditation team identified an area of strength in the innovative e-learning opportunities provided for the learners.

Reaccreditation was carried out in line with the General Pharmaceutical Council's processes and was to the General Pharmaceutical Council's 2010 standards for accreditation of dispensing and pharmacist assistant courses, which reflect the knowledge and understanding equivalent to the Pharmacy National Occupational Standards (NOS) at RQF level 2 / SCQF level 5 or equivalent (previously the Pharmacy Services Skills level 2 NVQ (QCF)).

## Documentation

Documentation was submitted to the GPhC and a pre-event meeting was held on 18 July 2018. At the pre-event it was agreed that the GPhC team would review the mapping for the various programmes by 30 July and this would be sent back to the provider to make any amendments (if required). The provider would then submit this back to the GPhC by 07 August. Should major issues be identified during the mapping exercise, the GPhC and the provider would renegotiate timings.

## The event

The reaccreditation event was held 14 August 2018 at the General Pharmaceutical Council offices, Canary Wharf, London and involved meetings between the GPhC's accreditation team and representatives of the course provider along with a demonstration of the provider's e-learning package and a teleconference with trainees and training supervisors.

## The Accreditation Team:

The GPhC accreditation team ('the team') comprised:

Name	Designation at the time of accreditation event
Ms Leonie Milliner*	Accreditation team leader, Chief Executive, Association for Nutrition
Ms Elizabeth Fidler	Accreditation team member (pharmacy technician), Associate Head of Pharmacy, HEE London and Kent, Surrey and Sussex
Ms Donna Bartlett	Accreditation team member (pharmacy technician), Locum Technician, Lancashire Teaching Hospitals
Dr Ruth Edwards	Accreditation team member (pharmacist), Head of Pharmacy Practice, Aston Pharmacy School

along with:

Name	Designation at the time of visit
Mr Chris McKendrick*	Quality Assurance Officer (Education), General Pharmaceutical Council
Dr Ian Marshall	Rapporteur, Emeritus Professor of Pharmacology, University of Strathclyde; Proprietor, Caldarvan Research (Educational and Writing Services)

### **The provider:**

Buttercups Training representatives ('the provider') comprised:

Name	Designation at the time of accreditation event	Meetings attended
Ms Emma Seton*	Chief Pharmacist	2, 4
Mr Rick Humphries	Head of Digital Strategy	2, 4
Mrs Helen Abbott*	Head of Centre	

\*attended 18 July 2018 pre-event meeting

### **Declarations of interest**

There were no conflicts of interest declared.

## The Accreditation Criteria

	Accreditation team's commentary
<p><b>1. The Training Programme</b></p>	<p><b>All seven criteria relating to the training programme are met with subject to correction of an error in the Controlled Drugs module and subject to rewording of the certificates.</b></p> <p>The course has been planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template. It is taught at Qualifications Credit framework level 2, and the content covers the relevant units of the GPhC underpinning knowledge template. The course is also used to deliver the knowledge for the BTEC Level 2 Certificate in Pharmaceutical Science and is part of an apprenticeship programme. The learning materials have been reviewed by Ofsted and considered as good and accessible. The overall dispensing assistant (DA) programme is made up of several options depending on the environment in which the trainees will be working, although it is expected that most candidates will complete the full programme. All course options are delivered as e-learning programmes and are mapped to the relevant units of the NVQ level 2 (QCF) Pharmacy Services. Prior to starting on each version of the course the trainees will complete a course introduction module to highlight the key features of the programme, how it works on the e-learning platform, the assessment process and any rules and regulations for the course. In addition, a learner handbook is available for trainees to refer to all relevant policies and processes for the programme. On completion of this they must submit a learner agreement electronically. Trainees have a nominated training supervisor who will be given access to a mentor course for the programme which contains information on the role of mentors. The team learned that trainees may also have additional supervision through a manager or additional workplace mentor who is not necessarily a pharmacist or pharmacy technician. The training supervisor has access to a quick start guide for the programme, access to the programme introduction with full details of how the programme works, and guidance on the assessments they will be expected to carry out. In addition, there are learner and mentor handbooks. Training supervisors must complete an electronic responsibility agreement to say they have read and understood their role. The teaching and assessments have been developed by the provider's in-house development team under the supervision of the provider's Chief Pharmacist and Head of Centre. The interactive e-learning uses a range of embedded activities such as quizzes, drag and drop, visual exercises, and discussion scenarios which all require application of knowledge rather than recall of facts. In addition, Virtual Pharmacy™ scenarios are used for reflective learning on aspects involving patient interactions.</p> <p>The <b>L2 Equivalent Course for Dispensing Assistants</b> is the main course consisting of 10 mandatory modules and three additional</p>

aseptic and manufacturing modules for those involved in the manufacturing of pharmacy products. The modules are: Module 1 – Keeping you and the Public Safe; Module 2 – Receiving and Interpreting Prescriptions; Module 3 – Knowledge for Assembling Prescriptions; Module 4 – Skills for Assembling Prescriptions; Module 5 – Stock; Module 6 – Controlled Drugs; Module 7; Handing Out Prescriptions and Patient Counselling; Module 8 – Clinical Governance; Module 9 – Teamwork and Professional Development; Module 10 – Wider Pharmacy Services. These modules map to the following 10 units of the NVQ Level 2 Pharmacy Services Skills: assist with the provision of a pharmacy service to meet individuals' needs; ensure your own actions reduce risks to health and safety; contribute to the effectiveness of teams; assemble prescribed items; assist in the issuing of prescribed items; receive prescriptions from individuals; receive pharmaceutical stock; maintain pharmaceutical stock; order routine pharmaceutical stock; assist in the issuing of pharmaceutical stock; undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check. It was stressed that candidates completing this course will not achieve the equivalent NVQ Level 2 unit: assist in the sale of medicines and products which is completed separately in the provider's Medicines Counter Assistant (MCA) course. However, there are an additional three modules assembled to provide an add-on course, Additional Modules for Pharmacy Manufacturing, which appears separately on the learner's dashboard within the e-learning platform. The modules are: Module 1 - Aseptic Manufacturing: Legislation and procedures; Module 2 - The Aseptic Manufacturing process; Module 3 – Manufacturing Medicinal Products, are required for those involved in the manufacture and assembly of products. Completion of these modules will also allow for certification of the following units of the NVQ level 2 Pharmacy Services Skills: Assist in the manufacture and assembly of medicinal products; Prepare aseptic products; Assist in the preparation of documentation, materials and other items for manufacture and assembly of aseptic products; Assist in the preparation of documentation, material and other items for manufacture and assembly of medicinal products. The team was concerned to note an error in an exercise relating to the Controlled Drugs module documentation and was of the view that the governance processes should include eternal review to minimise the possibility of such errors occurring in the future.

The teaching developed for the DA course has been used as the starting point for three derivative unit route courses suitable for staff working in specific locations, with additional role-specific information added.

The **L2 Equivalent Course for Delivery Drivers** contains 2 modules: Module 1 – Keeping you and the Public Safe; Module 2 – Medicines and Prescriptions. The course maps to the following 4 units of the NVQ Level 2 Pharmacy Services Skills: Assist with the provision of a pharmacy service to meet individuals' needs; Ensure your own actions reduce risks to health and safety; Contribute to the effectiveness of teams; Assist in the issuing of prescribed items. The team agreed that, although this derivative course draws on modules from the main Dispensing Assistant course, the use of the term Dispensing Assistant on the certificate of completion was inappropriate as delivery drivers do not undertake dispensing; the provider agreed to remove the word Dispensing.

	<p>The <b>L2 Equivalent Course for Pharmacy Manufacturing</b> contains 10 modules: Module 1 – Keeping you and the Public Safe; Module 2 – Knowledge for Assembling Prescriptions; Module 3 – Skills for Assembling Prescriptions; Module 4 – Stock; Module 5 – Controlled Drugs; Module 6 – Clinical Governance; Module 7 – Teamwork and Professional Development; Module 8 - Aseptic Manufacturing: Legislation and Procedures; Module 9 - The Aseptic Manufacturing Process; Module 10 - Manufacturing Medicinal Products. These modules map to the following 13 units of the NVQ Level 2 Pharmacy Services Skills: Assist with the provision of a pharmacy service to meet individuals' needs; Ensure your own actions reduce risks to health and safety; Contribute to the effectiveness of teams; Assemble prescribed items; Receive pharmaceutical stock; Maintain pharmaceutical stock; Order routine pharmaceutical stock; Assist in the issuing of pharmaceutical stock; Undertake an in-process accuracy check of assembled prescribed items prior to the final accuracy check; Assist in the manufacture and assembly of medicinal products; Prepare aseptic products; Assist in the preparation of documentation, materials and other items for manufacture and assembly of aseptic products; Assist in the preparation of documentation, materials and other items for manufacture and assembly of medicinal products.</p> <p>The <b>L2 Equivalent Course for Dispensary Stock Management</b> contains 2 modules: Module 1 – Keeping you and the Public Safe; Module 2 – Handling Stock, which map to the following 7 units of the NVQ Level 2 Pharmacy Services Skills: Assist with the provision of a pharmacy service to meet individuals' needs; Ensure your own actions reduce risks to health and safety; Contribute to the effectiveness of teams; Receive pharmaceutical stock; Maintain pharmaceutical stock; Order routine pharmaceutical stock; Assist in the issuing of pharmaceutical stock. The team agreed that, although this derivative course draws on modules from the main Dispensing Assistant course, the use of the term Dispensing Assistant on the certificate of completion was inappropriate as those involved solely in stock management do not undertake dispensing; the provider agreed to remove the word Dispensing.</p>
<p><b>2. Academic Management Structures</b></p>	<p><b>All four criteria relating to Academic and Management Structures are met.</b></p> <p>The programme is assessed by two main routes, formative and summative, to ensure that teaching is adequate before the learner enters the assessment process and are not being set up to fail. The assessment process follows the provider's internal SOP to ensure consistency and clear escalation pathways should any issues arise. Formative assessments utilise multiple choice questions (MCQs) and Virtual Pharmacy™ scenarios. There is a set pass mark of 70% for the MCQs, but trainees can repeat the assessments as frequently as required to assist with their learning. However, if poor or unsafe decision-making is demonstrated during the scenarios, the trainees will fail and have to restart the assessment. In the summative assessments, practical competence is tested by the completion of an electronic activity book which requires trainees to demonstrate that they understand the roles of the pharmacy team, any SOPs or organisation policies relevant to their role, and that they can apply the knowledge gained to their role within the pharmacy. The activity books and training supervisor assessments are sampled by Buttercups according to an internal verification strategy. Sampling</p>

	<p>may also occur where there are additional concerns or risks identified by employers or by Buttercups, or should a learner dispute that their workplace supervisor has assessed them unfairly. Trainees then undertake a final test under exam conditions after receipt of a declaration of practical competence. The final test which is supervised by a workplace pharmacist under exam conditions using an authorisation code is a randomly generated online test with 'true or false' questions and a 70% pass mark. The DA course will have 40 questions across all areas of teaching with a 40-minute time allowance to complete them. The derivative courses will have the same format of a final test but fewer questions in a shorter time, just covering the relevant units being certificated. Trainees have two attempts at this test; if they fail they will be required to complete a further period of training before sitting a third and final test. Where learners fail to achieve the required standard to pass the programme, the issue is discussed with the workplace training supervisor and/or employer. There are several options open: withdrawal from the programme, an oral examination/observation or further tuition and reassessment. All of the provider's courses undertake an ongoing cycle of maintenance/updates, with professional development team pharmacists and course development pharmacists monitoring all sources of changes and sharing updates where relevant. In addition, there is an internal email address to direct any potential feedback or suggested changes from other colleagues to be reviewed and actioned where relevant. The course development team is authorised to make any immediate changes based on patient safety. In addition, it completes numerous rounds of proof-reading in the process of reviews and updates to ensure that the content is correct.</p>
<p><b>3. Resources</b></p>	<p><b>All eight criteria relating to Resources are met with one criterion subject to rewording of the certificates</b></p> <p>There are around 120 members of staff employed by Buttercups with a Board comprising three pharmacists that is responsible for the governance of the company, supported by two advisors. The Head of Operations is responsible for updates to policies and SOPs. The Teaching, Learning and Assessment Team is responsible for the tutoring and assessing of programmes. The Course Development Team regularly reviews the course materials and receives feedback to inform the development under the direction of the Chief Pharmacist. A dedicated Safeguarding and Welfare Team is responsible for identifying and investigating any safeguarding or welfare related issues with trainees, and for ensuring trainee understanding around the Government Prevent Duty and Safeguarding Duty and British Values. Functional Skills and Professional Services teams are responsible for the processing of queries and administration support. The Learner Review Team completes induction and reviews calls with trainees to support them throughout their course journey. The Client Relationship Team is responsible for managing the trainees through liaison with their respective head offices. In addition, the company has an in-house IT team and a Funding, Enrolments and Finance team. The programme is supported by a customised learning management system (LMS) which keeps data on workplace address, date of birth, additional needs and any disabilities; the system can produce reports on current learners, withdrawals and completions. It permits trainees and employers to access trainees' progress records and creates automated reports for employers. It can also generate completion rates via employer or via data relevant</p>

to equal opportunities such as additional needs; it meets the needs of the ESFA and awarding bodies, and is GDPR-compliant. A bespoke e-learning platform (b-Hive) hosts both staff and learner training. The team learned that currently there about 3000 learners per year on the DA course but was told that the projected annual intake going forward will be around 2000 trainees, a reduction from previous numbers due to the potential introduction of a combined Healthcare Assistant (HCA) programme. The non-completion/withdrawal rate was estimated at 15-20% due to a variety of reasons. Trainees must be nominated by their manager or employer; they are not screened, but where there are concerns over levels of English required to complete the course, the provider is able to offer further support with its functional skills level 1 course. The provider is also scrutinised by external organisations in the delivery of many of its their courses, to ensure adequate leadership and management. Certification is automated through the LMS to ensure the correct certificate is issued, alerting the certification department of successful completion; the LMS also alerts staff to unusual features e.g. apparently completed with the exception of a missing module. As indicated under 1) above, the team agreed that, although the Delivery Driver and Dispensary Stock Management derivative courses draw on modules from the main Dispensing Assistant course, the use of the term Dispensing Assistant on the certificates of completion was inappropriate as delivery drivers and those involved solely in stock management do not undertake dispensing; the provider agreed to remove the word Dispensing. The mentor/training supervisor has access to a short course to assist them in carrying out their role. Buttercups staff can act as tutors, assessors or counsellors, but not mentors; there are over 40 tutors and assessors available to support the trainees but generally four nominated pod tutors deal with the majority of the DA trainees. Out-of-hours support is available in the evenings and weekends for trainees and their mentors, and trainees can access a tutor at any time through the telephone or online. Trainees are asked to complete an appraisal form on exit from the programme; such evaluations and reports are considered by the Board and the senior management team who address any issues raised and research any negative feedback. They are also used to influence the future development of the programme. The team was told that all staff members aim to support trainees and are available for support and guidance. The learner journey process ensures that trainees are tracked from start to finish of their programme and are offered a variety of learning methods to suit their style. Post qualification, trainees are encouraged to continue with their learning through membership of the company's Academy.

## Summary and conclusions



The team agreed to recommend to the Registrar of the General Pharmaceutical Council that Buttercups Training should be reaccredited as a Dispensing Assistant course provider for a period of 3 years. There were no conditions set.

There is a *standing condition* for all course providers, which is that documentary references to the pharmacy regulator must be to the General Pharmaceutical Council. Also, if any other amendments are required to be made to documents for accuracy or completeness, they will be detailed in the record. The provider must detail the changes which have been made with reference to the specific document in the mapping document that will be sent to the provider. The provider must also forward each of its certificates to the GPhC for approval.

Please note that the team's recommendations are not binding on the Registrar, who may accept, modify or reject them. Please note that the accreditation team's feedback is confidential until it has been ratified by the Registrar of the General Pharmaceutical Council but it may be shared with staff and students internally.

## **Appendix 1 - Accreditation Criteria**

### **1. The training programme**

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- a. The programme is equivalent to one or more units of the S/NVQ level 2 (QCF)
- b. The unit(s) the course is designed to cover are specified.
- c. The course content covers the relevant units of the 'GPhC underpinning knowledge template' (see mapping of the course to the programme requirements).
- d. For each unit, the transfer of underpinning knowledge into the workplace is demonstrated through the use of a variety of methods
- e. The programme is taught at Qualifications Credit framework level 2.
- f. The programme is planned with reference to the S/NVQ (QCF) level 2 underpinning knowledge template.
- g. Assessments have been developed by subject experts from the Pharmacy sector and directly relate to the relevant units of the S/NVQ (QCF) level 2 underpinning knowledge template.

## 2. Academic and Management Structures

- a. Assessment process and strategies assure appropriate standards in assessment and that students are able to demonstrate fitness for purpose.
- b. In the processes of programme review and development, the training provider has taken account of advances in pharmacy practice , for instance recent POM to P reclassifications, and developments potentially impacting on pharmacy.
- c. Course regulations include procedures for appeals against assessment decisions
- d. Course regulations include procedures for dealing with suspected plagiarism and/or malpractice

## 3. Resources

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- a. Buildings, human, equipment, and other resources available to the training provider are sufficient for the effective delivery of the course to the numbers of students on the course, and overall.
- b. Record keeping systems are able to generate data on candidates completing, completion rates, student sector of practice and disability.
- c. Systems are in place for issuing certificates of completion to successful students in the GPhC's approved format
- d. There is an appropriate mix of tutors, mentors and assessors.
- e. The student has access to a personal tutor or tutors for academic guidance and pastoral care.
- f. The student is instructed in the use of information resources.
- g. There are adequate student feedback mechanisms in place.
- h. The training provider seeks to provide the student with a positive learning experience.

**Appendix 1 - Mapping to programme requirements for Dispensing Assistant Course.**

**Please demonstrate how the training programme has been designed to meet one or more units of the NVQ level 2 (QCF) Pharmacy Services by providing a mapping using the tables below.**

Any units which are not covered by your training programme should be shaded grey.

<b>1. Assist with the provision of a pharmacy service</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page Name</b>	<b>Accreditation team use only</b>
<b>1.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 1: Keeping You and the Public Safe</b>  <b>Module 6: Controlled Drugs</b>	Standard Operating Procedures  Controlled Drugs; Prescriptions for Controlled Drugs	Mapped/covered
<b>1.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
<b>1.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>1.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety; What is Expected of You; Laws and Regulations	Mapped/covered
<b>1.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety; What is Expected of You; Laws and Regulations	Mapped/covered
<b>1.6</b>	A working knowledge of the importance of adhering	<b>Module 1: Keeping You</b>	Laws and Regulations	Mapped/covered

	to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>and the Public Safe</b>		
<b>1.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
<b>1.8</b>	A working knowledge of what constitutes good customer service	<b>Module 9: Teamwork and Professional Development</b>	Customer Care – Organisational Procedures and Policies	Mapped/covered
<b>1.9</b>	A working knowledge of the organisation's policy on the service provided to individuals and how this applies to your role	<b>Module 1: Keeping You and the Public Safe</b>  <b>Module 9: Teamwork and Professional Development</b>	What is Expected of You?  Customer Care – Organisational Procedures and Policies	Mapped/covered
<b>1.10</b>	A working knowledge of the organisation's procedure for handling complaints	<b>Module 9: Teamwork and Professional Development</b>	Responding to the Customer and Handling Complaints	Mapped/covered
<b>1.11</b>	A working knowledge of how to assess complaints and what action to take	<b>Module 9: Teamwork and Professional Development</b>	Responding to the Customer and Handling Complaints	Mapped/covered
<b>1.12</b>	A working knowledge of when you should refer complaints and to whom	<b>Module 9: Teamwork and Professional Development</b>	Responding to the Customer and Handling Complaints	Mapped/covered
<b>1.13</b>	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<b>Module 1: Keeping You and the Public Safe</b>	Communicating with Customers with Additional Needs	Mapped/covered
<b>1.14</b>	A working knowledge of the importance of	<b>Module 9: Teamwork and</b>	Establishing What the	Mapped/covered

	establishing the requirements of individuals clearly and accurately	<b>Professional Development</b>	Customer Wants	
<b>1.15</b>	A working knowledge of the importance of collecting the relevant information about the individual and their problem	<b>Module 1: Keeping You and the Public Safe</b>	Introduction to Communication; Communicating with Customers with Additional Needs	Mapped/covered
<b>1.16</b>	A working knowledge of the importance of verbal and non-verbal communication when communicating with individuals	<b>Module 1: Keeping You and the Public Safe</b>	Introduction to Communication	Mapped/covered
<b>1.17</b>	A working knowledge of how to give clear and accurate information and check the individual's understanding	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Patient Counselling	Mapped/covered
<b>1.18</b>	A working knowledge of how to manage conflict and/or individuals who are distressed	<b>Module 9: Teamwork and Professional Development</b>	Responding to the Customer and Handling Complaints	Mapped/covered
<b>1.19</b>	A working knowledge of the relevant products and services or advice for which information and/or advice is required	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Patient Counselling	Mapped/covered
<b>1.20</b>	A working knowledge of the where to get assistance if you cannot provide information and advice yourself	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Patient Counselling	Mapped/covered
<b>1.21</b>	A working knowledge of the source(s) of information that can be accessed and the information that can be given to individuals by you and other colleagues	<b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Pharmacy Reference Sources  Patient Counselling	Mapped/covered

<b>1.22</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
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<b>2. Make sure your own actions reduce risks to health and safety</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>2.1</b>	A working knowledge of what 'hazards' and 'risks' are	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.2</b>	A working knowledge of what their own responsibilities and legal duties for health and safety in the workplace	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.3</b>	A working knowledge of their own responsibilities for health and safety as required by the law covering their job role	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.4</b>	A working knowledge of the hazards which exist in their workplace and the safe working practices which they must follow	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.5</b>	A working knowledge of the particular health and	<b>Module 1: Keeping You</b>	Workplace Health and	Mapped/covered

	safety hazards which may be present in their own job and the precautions they must take	<b>and the Public Safe</b>	Safety	
<b>2.6</b>	A working knowledge of the importance of remaining alert to the presence of hazards in the whole workplace	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.7</b>	A working knowledge of the importance of dealing with, or promptly reporting risks	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.8</b>	A working knowledge of the responsibilities of health and safety in their job description	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.9</b>	A working knowledge of the safe working practices for their own job role	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety; Laws and Regulations	Mapped/covered
<b>2.10</b>	A working knowledge of the responsible people they should report health and safety matters to	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.11</b>	A working knowledge of where and when to get additional health and safety assistance	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.12</b>	A working knowledge of their own scope and responsibility for controlling risks	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.13</b>	A working knowledge of workplace instructions for managing risks which they are unable to deal with	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.14</b>	A working knowledge of suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which they must follow	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>2.15</b>	A working knowledge of the importance of personal presentation in maintaining health and safety in their workplace	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You?	Mapped/covered
<b>2.16</b>	A working knowledge of the importance of personal behaviour in maintaining the health and safety of themselves and others	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You?	Mapped/covered



<b>3. Contribute to the effectiveness of teams</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>3.1</b>	A working knowledge of legal and organisational requirements on equality, diversity, discrimination and rights when working in teams	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork	Mapped/covered
<b>3.2</b>	A working knowledge of codes of practice and conduct, and standards and guidance relevant to their own roles, responsibilities, accountability and duties of others when working in teams to support individuals	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork	Mapped/covered
<b>3.3</b>	A working knowledge of current local, UK and European legislation, and organisational requirements, procedures and practices for: <ul style="list-style-type: none"> <li>a) Accessing records</li> <li>b) Recording, reporting, confidentiality and sharing information, including data protection</li> <li>c) Team working</li> </ul>	<b>Module 9: Teamwork and Professional Development</b>	a) An Introduction to Teamwork b) Learning and Development c) An Introduction to Teamwork	Mapped/covered
<b>3.4</b>	A working knowledge of how to access up-to-date copies of the organisation's workplace policies, procedures and systems, and practice and service standards related to team working	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork	Mapped/covered
<b>3.5</b>	A working knowledge of the principles that underpin effective team working	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork; Team Goals and Objectives	Mapped/covered
<b>3.6</b>	A working knowledge of individuals' styles of interaction and how these can affect team working	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork; Responding to the	Mapped/covered

			Customer	
<b>3.7</b>	A working knowledge of barriers to developing relationships within the team and how these can be overcome	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork	Mapped/covered
<b>3.8</b>	A working knowledge of problems which may be encountered when relating to and interacting with other team members and how these can be best handled	<b>Module 9: Teamwork and Professional Development</b>	An Introduction to Teamwork	Mapped/covered
<b>3.9</b>	A working knowledge of their own strengths and weaknesses as an individual worker and as a team member	<b>Module 9: Teamwork and Professional Development</b>	Learning and Development	Mapped/covered
<b>3.10</b>	A working knowledge of development and learning opportunities available to support them in team working and activities	<b>Module 9: Teamwork and Professional Development</b>	Learning and Development	Mapped/covered

<b>4. Provide advice on non-prescribed medicines and products</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>4.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times			
<b>4.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person			
<b>4.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working			

	environment			
<b>4.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out			
<b>4.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed			
<b>4.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others			
<b>4.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer			
<b>4.8</b>	A working knowledge of the methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences			
<b>4.9</b>	A working knowledge of the when and how to use the relevant protocols for the safe sale of medicines			
<b>4.10</b>	A working knowledge of the main actions and side effects of the active ingredients within the most commonly used non-prescription medicines			
<b>4.11</b>	A working knowledge of the different classes of medicines			
<b>4.12</b>	A working knowledge of the interactions, cautions and contraindications of commonly used nonprescribed medicines			
<b>4.13</b>	A working knowledge of the which medicines or products are liable to misuse or abuse by individuals			

4.14	A working knowledge of the how to give advice on the appropriate use of non-prescribed medicines and products			
4.15	A working knowledge of the how to maintain the privacy of the individual when asking questions related to their needs			
4.16	A working knowledge of the use of appropriate questioning techniques to obtain relevant information			
4.17	A working knowledge of the divergent needs of individuals			
4.18	A working knowledge of the sources of information that can be accessed and the information that can be given to individuals by you and other colleagues			
4.19	A working knowledge of the when you should refer for information/advice and to whom			
4.20	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures			

<b>5. Receive prescriptions</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
5.1	A working knowledge of the Standard Operating Procedures regarding the receiving and retrieving of prescriptions and the importance of adhering to them at all times	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Receiving Prescriptions; Electronic Prescriptions; Prescription Charges  Prescriptions for Controlled Drugs	Mapped/covered

		<b>Module 10: Wider Pharmacy Services</b>	Dispensing Services	
<b>5.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
<b>5.3</b>	A working knowledge of the current legislation relating to prescription charges and exemptions and differences in practice across the UK	<b>Module 2: Receiving and Interpreting Prescriptions</b>	Electronic Prescriptions; Prescription Payments; Prescription Charges	Mapped/covered
<b>5.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Receiving Prescriptions, Electronic Prescriptions  Prescriptions for Controlled Drugs	Mapped/covered
<b>5.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>  <b>Module 6: Controlled Drugs</b>  <b>Module 10: Wider Pharmacy Services</b>	Types of Prescriber  Pharmacy Reference Sources  The Supply of Veterinary Medicines on Prescription  The Supply of Drugs to Drug Misusers  Hospital Pharmacy Services; Dispensing Services	Mapped/covered

5.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
5.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
5.8	A working knowledge of regulations and procedures relating to different types of prescriptions and medicines	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Receiving Prescriptions, Electronic Prescriptions  Prescriptions for Controlled Drugs	Mapped/covered
5.9	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<b>Module 1: Keeping You and the Public Safe</b>	Communicating with Customers with Additional Needs	Mapped/covered
5.10	A working knowledge of the different types of prescribers	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Types of Prescriber  Veterinary Prescriptions  Prescriptions for Controlled Drugs; Controlled Drugs in Hospitals; Controlled Drugs and Midwives; The Supply of Drugs to Drug Misusers	Mapped/covered
5.11	A working knowledge of the different types of	<b>Module 2: Receiving and</b>	Types of Prescriptions;	Mapped/covered

	prescriptions and when they are used	<b>Interpreting Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Electronic Prescriptions  The Supply of Veterinary Medicines on Prescription; Veterinary Prescription Requirements  Prescriptions for Controlled Drugs; The Supply of Drugs to Drug Misusers	
5.12	A working knowledge of the different ways of receiving prescriptions	<b>Module 2: Receiving and Interpreting Prescriptions</b>	Receiving Prescriptions; Electronic Prescriptions	Mapped/covered
5.13	A working knowledge of the details required on a prescription and why they are necessary	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>  <b>Module 6: Controlled Drugs</b>	Information on a Prescription; Legal Requirements for Prescriptions; Information about Prescribed Items  Veterinary Prescription Requirements  Prescriptions for Controlled Drugs; The Supply of Drugs to Drug Misusers	Mapped/covered
5.14	A working knowledge of exemptions and how individuals can claim refunds, including the use of official forms and prepayment certificates	<b>Module 2: Receiving and Interpreting Prescriptions</b>	Prescription Charges	Mapped/covered

5.15	A working knowledge of the transactional and administration procedures as required by government regulations and those that apply to your workplace	<b>Module 2: Receiving and Interpreting Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>  <b>Module 6: Controlled Drugs</b>  <b>Module 10: Wider Pharmacy Services</b>	Receiving Prescriptions; Prescription Payments; Prescription Charges  Veterinary Prescriptions  Prescriptions for Controlled Drugs; The Supply of Drugs to Drug Misusers  Dispensing Services	Mapped/covered
5.16	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered

<b>6. Assemble prescribed items</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
6.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 4: Skills for Assembling Prescriptions</b>	Dispensary Equipment and Facilities  Dispensing a Prescription; Professional Checks; Final	Mapped/covered



			Accuracy Check; Endorsing and Prescription Records	
6.2	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
6.3	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
6.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 4: Skills for Assembling Prescriptions</b>	Dispensing a Prescription; Professional Checks; Labelling Medicines; Dispensing Medicines; In-process self-checks	This was covered in various other modules/sections. This was re-mapped by the provider and added in reference back to SOPs on dispensing a prescription page. Mapped/covered
6.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 3: Knowledge for Assembling Prescriptions</b>	Pharmacy Reference Sources	Mapped/covered
6.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
6.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
6.8	A working knowledge of the importance of personal hygiene and correct use of protective clothing	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You; COSHH Regulations 2002	Mapped/covered
6.9	A working knowledge of the importance of	<b>Module 1: Keeping You</b>	What is Expected of You?	Mapped/covered

	maintaining a clean working environment and equipment	<b>and the Public Safe</b>  <b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 5: Stock</b>	Dispensary Equipment and Facilities  Maintaining Stock	
<b>6.10</b>	A working knowledge of the factors which cause deterioration of stock	<b>Module 5: Stock</b>	Storing Stock	Mapped/covered
<b>6.11</b>	A working knowledge of the sources of contamination and appropriate corrective action	<b>Module 5: Stock</b>	Receiving Stock; Storing Stock; Putting Stock Away; Maintaining Stock	Mapped/covered
<b>6.12</b>	A working knowledge of the prescribing conventions, abbreviations and medical terminology	<b>Module 2: Receiving and Interpreting Prescriptions</b>	Interpreting Abbreviations and Calculating Quantities	Mapped/covered
<b>6.13</b>	A working knowledge of the proprietary and generic names of medicines within your scope of practice	<b>Module 2:</b>  <b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 5: Stock</b>	Information about Prescribed Items  Pharmacy Reference Sources; Introducing the Drug Tariff; Prescription Endorsement  Types of Stock; Creating an Order	Mapped/covered
<b>6.14</b>	A working knowledge of how medicines are administered	<b>Module 3: Knowledge for Assembling Prescriptions</b>	Dosage Formulations and Routes of Administration	Mapped/covered
<b>6.15</b>	A working knowledge of the different strengths, forms, doses and quantities of medicines, and why they are used and how to calculate them	<b>Module 2: Receiving and Interpreting Prescriptions</b>	Interpreting Abbreviations and Calculating Quantities	Mapped/covered

		<b>Module 3: Knowledge for Assembling Prescriptions</b>	Converting Units of Mass and Volume; Percentages; Calculating Doses for Adults and Children	
<b>6.16</b>	A working knowledge of the different stages of the checking procedure	<b>Module 4: Skills for Assembling Prescriptions</b>	In-process Self-Check	Mapped/covered
<b>6.17</b>	A working knowledge of the how to identify near misses and dispensing errors	<b>Module 8: Clinical Governance</b>	Dispensing Errors; Classification of Errors; Types of Dispensing Errors; Causes of Dispensing Errors	Mapped/covered
<b>6.18</b>	A working knowledge of the causes and consequences of near misses and dispensing errors	<b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 8: Clinical Governance</b>	Introduction to the Storage of Pharmacy Stock  Classification of Errors; Types of Dispensing Errors; Causes of Dispensing Errors; Consequences of Dispensing Errors; Reducing Errors	Mapped/covered
<b>6.19</b>	A working knowledge of the local and/or national error reporting procedures and communication channels	<b>Module 8: Clinical Governance</b>	Records of Errors and Near Misses	Mapped/covered
<b>6.20</b>	A working knowledge of the importance of selecting the correct equipment for use	<b>Module 4: Skills for Assembling Prescriptions</b>	Dispensing Medicines	Mapped/covered
<b>6.21</b>	A working knowledge of the properties of different types of container types and when to use each	<b>Module 4: Skills for Assembling Prescriptions</b>	Dispensing Medicines	Mapped/covered

		<b>Module 5: Stock</b>	Storing Stock	
<b>6.22</b>	A working knowledge of the safe handling and storage of hazardous material and procedures to minimise risk	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety, COSHH Regulations, CLP Regulations	Mapped/covered
<b>6.23</b>	A working knowledge of the processes for reconstitution	<b>Module 4: Skills for Assembling Prescriptions</b>	Dispensing Medicines	Mapped/covered
<b>6.24</b>	A working knowledge of the labelling requirements and conventions	<b>Module 4: Skills for Assembling Prescriptions</b>	Labelling Medicines	Mapped/covered
<b>6.25</b>	A working knowledge of when and why patient medication records are used	<b>Module 10: Wider Pharmacy Services</b>	NHS Summary Care Records in England; Emergency Supplies	Mapped/covered
<b>6.26</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 1: Keeping You and the Public Safe</b>	Law and Regulations	Mapped/covered

<b>7. Order pharmaceutical stock</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>7.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 5: Stock</b>	Appliances; Stock Management Systems; Creating an Order	Mapped/covered
<b>7.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>  <b>Module 5: Stock</b>	What is Expected of You  Creating an Order	Mapped/covered
<b>7.3</b>	A working knowledge of the current health and	<b>Module 5: Stock</b>	Managing Stock	Mapped/covered

	safety legislation and how it applies to the working environment			
<b>7.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 5: Stock</b>	Creating an Order	Mapped/covered
<b>7.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 5: Stock</b>	Creating an Order	Mapped/covered
<b>7.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>7.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
<b>7.8</b>	A working knowledge of the different procurement processes and legislation that applies to the ordering of pharmaceutical stock	<b>Module 5: Stock</b>	Managing Stock, Stock Management Systems	Mapped/covered
<b>7.9</b>	A working knowledge of your responsibilities and current guidelines that apply when ordering pharmaceutical stock	<b>Module 5: Stock</b>	Appliances, Creating an Order	Mapped/covered
<b>7.10</b>	A working knowledge of the difference between proprietary and generic medicines	<b>Module 5: Stock</b>  Module 2: Receiving and Interpreting Prescriptions	Types of Stock  Information about Prescribed Items	The original mapped area did not identify the difference but did refer back to the correct module This was remapped by the provider. Mapped/covered
<b>7.11</b>	A working knowledge of the different forms of	<b>Module 5: Stock</b>	Types of Stock	This original mapped area did not

	medicines and why it is important to order appropriate quantities of the correct form and strength	Module 3: Knowledge for Assembling Prescriptions	Dosage Formulations and Routes of Administration	identify the difference but did refer back to the correct module. This was remapped by the provider. Mapped/covered
7.12	A working knowledge of how to place an order with the appropriate supplier	<b>Module 5: Stock</b>	Creating an Order	Mapped/covered
7.13	A working knowledge of the importance of ensuring that stock is available based on the needs of individuals	<b>Module 5: Stock</b>	Managing Stock	There was nothing about individuals in the original documentation. New text was added on this page by the provider: section on Stock Availability and the Care of Individuals. Mapped/covered
7.14	A working knowledge of the impact stock availability may have on the care of individuals	<b>Module 5: Stock</b>	Managing Stock	Nothing about individuals in the original documentation. New text was added on this page by the provider: section on Stock Availability and the Care of Individuals. Mapped/covered
7.15	A working knowledge of the importance of taking account of seasonal variations when ordering pharmaceutical stock	<b>Module 5: Stock</b>	Managing Stock	Mapped/covered
7.16	A working knowledge of the action to be taken if stock is unavailable	<b>Module 5: Stock</b>	Creating an Order	This was not covered in the original documentation. In the remapping by the provider the Revised activity was included at the bottom of the relevant page – actions to take according to SOPs if an item is unavailable. Mapped/covered
7.17	A working knowledge of the input and retrieval of	<b>Module 5: Stock</b>	Stock Management Systems	Mapped/covered

	stock data to ensure levels are appropriate for stock management			
<b>7.18</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 5: Stock</b>	Creating an Order, Stock Management Systems;	This was not order specific in the original documentation. The provider changed the mapping and additional text was added. Mapped/covered

<b>8. Receive pharmaceutical stock</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>8.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Receiving Stock  Controlled Drug Registers	Mapped/covered
<b>8.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
<b>8.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>8.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered

	role of others in your organisation and the activities being carried out			
<b>8.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Law and Regulations	Mapped/covered
<b>8.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
<b>8.8</b>	A working knowledge of the current guidelines that apply to the receipt of pharmaceutical stock	<b>Module 5: Stock</b> <b>Module 6: Controlled Drugs</b>	Receiving Stock Controlled Drug Registers	Mapped/covered
<b>8.9</b>	A working knowledge of the different forms of medicines and why it is important to stock appropriate quantities of the correct form and strength	<b>Module 5: Stock</b>	Types of Stock	Mapped/covered
<b>8.10</b>	A working knowledge of the importance of how receiving the correct form and quantity of stock can affect the care of individuals	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.11</b>	A working knowledge of the importance of referring to current drug alerts and company recalls when receiving pharmaceutical stock	<b>Module 5: Stock</b>	Drug Alerts and Recalls	Mapped/covered
<b>8.12</b>	A working knowledge of the sources and suppliers of stock	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.13</b>	A working knowledge of the equipment used when	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered



	receiving pharmaceutical stock			
<b>8.14</b>	A working knowledge of the action to be taken if received stock: a) is not on the original order b) is not the complete order c) is short dated or expired d) has the wrong batch number e) has a batch number for which drug alerts/recalls have been issued f) is damaged, contaminated or suspected to be counterfeit g) has not been stored correctly during transportation	<b>Module 5: Stock</b>	a) Receiving Stock b) Receiving Stock c) Receiving Stock d) Drug Alerts and Recalls e) Receiving Stock f) Receiving Stock g) Receiving Stock	Mapped/covered
<b>8.15</b>	A working knowledge of the action to be taken if stock is unavailable	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.16</b>	A working knowledge of how to promptly inform the appropriate person of the availability of the stock where the goods received are for a special or outstanding order	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.17</b>	A working knowledge of the storage requirements of different types of products and why they are important	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Putting Stock Away  Storage of Controlled Drugs	Mapped/covered
<b>8.18</b>	A working knowledge of the importance of stock rotation and the safe storage of stock	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Putting Stock Away  Storage of Controlled Drugs	Mapped/covered
<b>8.19</b>	A working knowledge of how to receive an order into stock	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered

<b>8.20</b>	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>8.21</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 5: Stock</b>	Stock Management Systems; Receiving Stock; Maintaining Stock	The original documentation was not order-specific. The provider changed the mapping and additional text was added.

<b>9. Maintain pharmaceutical stock</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>9.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Stock Management Systems; Maintaining Stock; Disposal of Waste Medicines  Controlled Drugs; Controlled Drug Registers	Mapped/covered
<b>9.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>  <b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	What is Expected of You; CLP Regulations  Maintaining Stock  Storage of Controlled Drugs; Destruction of Controlled Drugs	Mapped/covered
<b>9.3</b>	A working knowledge of the current health and	<b>Module 5: Stock</b>	Maintaining Stock; Disposal	Mapped/covered

	safety legislation and how it applies to the working environment		of Waste Medicines	
9.4	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 5: Stock</b>	Maintaining Stock, Drug Alerts and Recalls	Mapped/covered
9.5	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 5: Stock</b>	Maintaining Stock; Drug Alerts and Recalls	Mapped/covered
9.6	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
9.7	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
9.8	A working knowledge of the current guidelines that apply to maintaining pharmaceutical stock	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Putting Stock Away, Maintaining Stock; Drug Alerts and Recalls; The Poisons Act 1972 and the Control of Poisons and Explosives Precursors Regulations 2015; Disposal of Waste Medicines  Storage of Controlled Drugs; Controlled Drug Registers; Destruction of Controlled Drugs	Mapped/covered
9.9	A working knowledge of the different forms of medicines and why it is important to stock	<b>Module 5: Stock</b>	Types of Stock	Mapped/covered

	appropriate quantities of the correct formulation and strength	<b>Module 6: Controlled Drugs</b>	Destruction of Controlled Drugs	
<b>9.10</b>	A working knowledge of the action to take immediately when drug alerts and company recalls are received	<b>Module 5: Stock</b>	Drug Alerts and Recalls	Mapped/covered
<b>9.11</b>	A working knowledge of the importance of monitoring and maintaining a safe, secure and clean environment	<b>Module 1: Keeping You and the Public Safe</b>  <b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Workplace Health and Safety  Storing Stock; Putting Stock Away; Maintaining Stock  Storage of Controlled Drugs; Destruction of Controlled Drugs	Mapped/covered
<b>9.12</b>	A working knowledge of the storage requirements of different types of products and why they are important	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Managing Stock; Storing Stock  Storage of Controlled Drugs; Destruction of Controlled Drugs	Mapped/covered
<b>9.13</b>	A working knowledge of the importance of good stock management, including: a) the rotation of stock b) checking expiry dates of stock c) the quantity of stock, taking account of seasonal variations d) identifying damaged, contaminated or deteriorated stock	a) <b>Module 5: Stock</b>  b) <b>Module 3: Knowledge for Assembling Prescriptions</b>  <b>Module 5: Stock</b>  c) <b>Module 5: Stock</b>	a) Putting Stock Away  b) Understanding Expiry Dates  Maintaining Stock  c) Managing Stock	Mapped/covered

		d) <b>Module 5: Stock</b>	d) Receiving Stock	
<b>9.14</b>	A working knowledge of the importance of taking appropriate action if stock is unavailable	<b>Module 5: Stock</b>	Receiving Stock	Mapped/covered
<b>9.15</b>	A working knowledge of the action to be taken if stock: a) is short dated or expired b) is damaged or contaminated c) has a batch number for which drug alerts/recalls have been issued d) has been returned to the pharmacy	a) <b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>  b) <b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>  c) <b>Module 5: Stock</b>  d) <b>Module 6: Controlled Drugs</b>	a) Maintaining Stock  Destruction of Controlled Drugs  b) Receiving Stock  Destruction of Controlled Drugs  c) Drug Alerts and Recalls  d) Destruction of Controlled Drugs	Mapped/covered
<b>9.16</b>	A working knowledge of the procedures for the safe handling and disposal of waste materials	<b>Module 5: Stock</b>	Disposal of Waste Medicines	Mapped/covered
<b>9.17</b>	A working knowledge of how automation is used to control stock	<b>Module 5: Stock</b>	Stock Management Systems	Mapped/covered
<b>9.18</b>	A working knowledge of how to ensure that stock levels are maintained to meet demand	<b>Module 5: Stock</b>	Managing Stock	Mapped/covered
<b>9.19</b>	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	<b>Module 5: Stock</b>	Stock Management Systems	Mapped/covered
<b>9.20</b>	A working knowledge of the importance of recording,	Module 5: Stock	Stock Management	The provider changed the

	storing and retrieving information in accordance with organisational procedures		Systems; Maintaining Stock	mapping prior to the event and additional text was added. Mapped/covered
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<b>10. Supply pharmaceutical stock</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>10.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 5: Stock</b>  <b>Module 6: Controlled Drugs</b>	Supplying Stock  Requisitions for Controlled Drugs; Controlled Drugs in Hospitals; Controlled Drugs and Midwives	Mapped/covered
<b>10.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
<b>10.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Module 5: Stock</b>	Supplying Stock	Mapped/covered
<b>10.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 5: Stock</b>	Supplying Stock	Mapped/covered
<b>10.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be	<b>Module 5: Stock</b>	Supplying Stock	Mapped/covered

	accessed			
<b>10.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>10.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
<b>10.8</b>	A working knowledge of the different forms of medicines and why it is important to supply appropriate quantities of the correct formulation and strength	<b>Module 5: Stock</b>	Types of Stock	Mapped/covered
<b>10.9</b>	A working knowledge of the difference between proprietary and generic medicines	<b>Module 5: Stock</b>	Types of Stock	Mapped/covered
<b>10.10</b>	A working knowledge of the action to be taken if stock is not fit for purpose	<b>Module 5: Stock</b>	Supplying Stock	Mapped/covered
<b>10.11</b>	A working knowledge of the importance of checking stock for supply against current drug alerts/recalls	<b>Module 5: Stock</b>	Drug Alerts and Recalls	Mapped/covered
<b>10.12</b>	A working knowledge of the procedures for responding to urgent requests	<b>Module 5: Stock</b> <b>Module 6: Controlled Drugs</b>	Supplying Stock Requisitions for Controlled Drugs	Mapped/covered
<b>10.13</b>	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain the	<b>Module 5: Stock</b>	Supplying Stock	Mapped/covered
<b>10.14</b>	A working knowledge of which products need special packaging and transportation and why it is important to adhere to these special requirements	<b>Module 5: Stock</b>	Storing Stock; Putting Stock Away; Supplying Stock; The Poisons Act 1972 and the Control of	Mapped/covered

			Poisons and Explosive Precursors Regulations 2015	
10.15	A working knowledge of the importance of correctly labelling packages for delivery	Module 5: Stock	Supplying Stock	Mapped/covered
10.16	A working knowledge of how automation is used to control stock	Module 5: Stock	Stock Management Systems	Mapped/covered
10.17	A working knowledge of how to supply stock to the correct destination using the correct delivery method	Module 5: Stock	Supplying Stock	Mapped/covered
10.18	A working knowledge of the input and retrieval of stock data to ensure levels are appropriate	Module 5: Stock	Stock Management Systems	Mapped/covered
10.19	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	Module 5: Stock	Stock Management Systems; Supplying Stock	The original documentation was not stock-specific. The mapping was changed by the provider and additional text added. Mapped/covered

<b>11. Manufacture and assemble medicinal products</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
11.1	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products  DA Module 1: Keeping You and the Public Safe	Legislation and Regulations; Quality Assurance; Clean Room Clothing  Standard Operating Procedures	Mapped/covered
11.2	A working knowledge of the importance of	Pharmacy Manufacturing	Legislation and	Mapped/covered



	working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 3: Manufacturing Medicinal Products</b>  <b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Regulations; The Manufacturing Environment and Limiting Contamination; Quality Assurance  Introduction to aseptic medicinal products	
<b>11.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>11.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 1: Keeping You and the Public Safe</b>	Legislation and Regulations  The Dispensary Team	Mapped/covered
<b>11.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>11.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>DA Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>11.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance	Mapped/covered

		<b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	
<b>11.8</b>	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Quality Assurance; The Manufacturing Environment and Limiting Contamination; Documentation	Mapped/covered
<b>11.9</b>	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations; Monitoring and Maintenance; Manufactured Medicinal Products; Labelling, Packaging and Storage	Mapped/covered
<b>11.10</b>	A working knowledge of guidelines relating to manufacture of medicinal products	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>11.11</b>	A working knowledge of the importance of using approved documentation	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products:</b>	Documentation	Mapped/covered
<b>11.12</b>	A working knowledge of the importance of maintaining a clean working environment	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products:</b>	The Manufacturing Environment and Limiting Contamination; Monitoring and Maintenance	Mapped/covered
<b>11.13</b>	A working knowledge of personal hygiene and the use of protective / clean room clothing	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination, Clean Room Clothing	Mapped/covered
<b>11.14</b>	A working knowledge of the possible sources of contamination and the appropriate methods of	<b>Pharmacy Manufacturing Module 3: Manufacturing</b>	Clean Room Clothing; The Manufacturing	Mapped/covered

	prevention	<b>Medicinal Products:</b>	Environment and Limiting Contamination	
<b>11.15</b>	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination; Monitoring and Maintenance	Mapped/covered
<b>11.16</b>	A working knowledge of the chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>  <b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Contamination; Clean Room Design and Equipment  Labelling and Packaging; Storage; Parenteral Nutrition; Cytotoxic Drugs; Compounding and Administration of Cytotoxic Drugs  Labelling, Packaging and Storage	The original mapping was poor although the criterion was covered in other units. It was remapped by the provider and text added to Module 2 Storage page. Mapped/covered
<b>11.17</b>	A working knowledge of the principles of formulae calculations, weights and measures	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 3: Knowledge for Assembling Prescriptions</b>	Clean Room Design and Equipment  Converting Units of Mass and Volume, Percentages	Mapped/covered
<b>11.18</b>	A working knowledge of the preparation, assembly and maintenance of equipment	<b>Pharmacy Manufacturing Module 3: Manufacturing</b>	Clean Room Design and Equipment; Monitoring	Mapped/covered

		<b>Medicinal Products</b>	and Maintenance	
<b>11.19</b>	A working knowledge of the principles, properties and uses of different types of containers and when to use the various types	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Labelling, Packaging and Storage	Mapped/covered
<b>11.20</b>	A working knowledge of the nature and use of different product forms	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 3: Knowledge for Assembling Prescriptions</b>	Manufactured Medicinal Products  Dosage Formulations and Routes of Administration	The original documentation did not cover nature and use. Additional text added was added by the provider and remapped. Mapped/covered
<b>11.21</b>	A working knowledge of the preparation and use of environmentally controlled conditions	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination	Mapped/covered
<b>11.22</b>	A working knowledge of the principles and procedures for preparing medicinal products	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Process	Mapped/covered
<b>11.23</b>	A working knowledge of the reconciliation of materials, labelling and packaging requirements	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Process, Labelling, Packaging and Storage	Mapped/covered
<b>11.24</b>	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance	Mapped/covered
<b>11.25</b>	A working knowledge of the how to identify near misses and errors	<b>DA Module 8: Clinical Governance</b>	Classification of errors, Types of Dispensing Errors	Mapped/covered
<b>11.26</b>	A working knowledge of the causes and consequences of near misses and errors	<b>DA Module 8: Clinical Governance</b>	Causes of Dispensing Errors, Consequences of Errors	Mapped/covered

<b>11.27</b>	A working knowledge of the local and/or national error reporting procedures and communication channels	<b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	Mapped/covered
<b>11.28</b>	A working knowledge of the principles and procedures for the sterilisation of products	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Clean Room Design and Equipment, The Manufacturing Process	There was no reference to gassing in the original documentation. Additional text was added by the provider. Mapped/covered
<b>11.29</b>	A working knowledge of the safe disposal of waste materials and cleaning materials	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Labelling, Packaging and Storage	Mapped/covered
<b>11.30</b>	A working knowledge of how to dismantle, clean, decontaminate and store equipment correctly	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance, The Manufacturing Process	Mapped/covered
<b>11.31</b>	A working knowledge of how to clean and decontaminate the preparation area	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance; The Manufacturing Process	Mapped/covered
<b>11.32</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Documentation	Mapped/covered

<b>12. Prepare documentation and materials for the manufacture and assembly of medicinal products</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>12.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 1: Keeping You</b>	Legislation and Regulations; Quality Assurance; Clean Room Clothing  Standard Operating	Mapped/covered

		<b>and the Public Safe</b>	Procedures	
<b>12.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Regulations; The Manufacturing Environment and Limiting Contamination  Introduction to aseptic medicinal products	Mapped/covered
<b>12.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>12.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 1: Keeping You and the Public Safe</b>	Legislation and Regulations  The Dispensary Team	Mapped/covered
<b>12.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>12.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>DA Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>12.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to	<b>Pharmacy Manufacturing Module 3: Manufacturing</b>	Monitoring and Maintenance	Mapped/covered

	individuals, yourself, colleagues or your employer	<b>Medicinal Products</b> <b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	
<b>12.8</b>	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Quality Assurance	Mapped/covered
<b>12.9</b>	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations; Monitoring and Maintenance; Manufactured Medicinal Products; Labelling, Packaging and Storage	Mapped/covered
<b>12.10</b>	A working knowledge of the recognised guidelines relating to manufacture of medicinal products	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Legislation and Regulations	Mapped/covered
<b>12.11</b>	A working knowledge of the importance of maintaining a clean working environment	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance; The Manufacturing Environment and Limiting Contamination	Mapped/covered
<b>12.12</b>	A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination, Clean Room Clothing	Mapped/covered
<b>12.13</b>	A working knowledge of the different types of environmental areas and when they should be used the	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Clean Room Design and Equipment	Mapped/covered
<b>12.14</b>	A working knowledge of the possible sources of contamination and appropriate methods of prevention	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination	Mapped/covered

12.15	A working knowledge of the principles of formulae calculations, weights and measures	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>DA Module 3: Knowledge for Assembling Prescriptions</b>	Clean Room Design and Equipment  Converting Units of Mass and Volume, Percentages	Mapped/covered
12.16	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	The Manufacturing Environment and Limiting Contamination; Monitoring and Maintenance	Mapped/covered
12.17	A working knowledge of the various types of products	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Manufactured Medicinal Products	Mapped/covered
12.18	A working knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>  <b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Contamination; Clean Room Design and Equipment  Labelling and Packaging; Storage; Parenteral Nutrition; Cytotoxic Drugs; Compounding and Administration of Cytotoxic Drugs  Labelling, Packaging and Storage	The provider changed the mapping prior to the event. Mapped/covered



<b>12.19</b>	A working knowledge of the materials, consumables and equipment necessary for the preparation of medicinal products and the processes to minimise any associated risks	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Clean Room Design and Equipment, Monitoring and Maintenance, The Manufacturing Process  Storage	Materials and consumables were not adequately covered in the original. This was remapped by the provider and text added. Mapped/covered
<b>12.20</b>	A working knowledge of labelling and packaging requirements and conventions	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Labelling, Packaging and Storage	Mapped/covered
<b>12.21</b>	A working knowledge of the procedures for cleaning, decontamination, and preparing the environment and equipment	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Monitoring and Maintenance; The Manufacturing Process	Mapped/covered
<b>12.22</b>	A working knowledge of the importance of using approved documentation	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Documentation	Mapped/covered
<b>12.23</b>	A working knowledge of how to identify near misses and errors	<b>DA Module 8: Clinical Governance</b>	Classification of errors, Types of Dispensing Errors	Mapped/covered
<b>12.24</b>	A working knowledge of the causes and consequences of near misses and errors	<b>DA Module 8: Clinical Governance</b>	Causes of Dispensing Errors, Consequences of Errors	Mapped/covered
<b>12.25</b>	A working knowledge of the local and/or national error reporting procedures and communication channels	<b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	Mapped/covered
<b>12.26</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Pharmacy Manufacturing Module 3: Manufacturing Medicinal Products</b>	Documentation	Mapped/covered

<b>13. Prepare aseptic products</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>13.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>DA Module 1: Keeping You and the Public Safe</b>	Introduction to Aseptic Medicinal Products  Standard Operating Procedures	Mapped/covered
<b>13.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Current Good Manufacturing Practice, Introduction to aseptic medicinal products	Mapped/covered
<b>13.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance; Current Good Manufacturing Practice	Mapped/covered
<b>13.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>DA Module 1: Keeping You and the Public Safe</b>	Legislation and Guidance  The Dispensary Team	Mapped/covered
<b>13.5</b>	A working knowledge of the relevant national	<b>Pharmacy Manufacturing</b>	Legislation and Guidance,	Mapped/covered

	and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Quality Assurance and Validation, Current Good Manufacturing Practice	
<b>13.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>DA Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>13.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>DA Module 8: Clinical Governance</b>	Current Good Manufacturing Practice  Records of Errors and Near Misses	Mapped/covered
<b>13.8</b>	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Quality Assurance and Validation; Current Good Manufacturing Practice	Mapped/covered
<b>13.9</b>	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance	Mapped/covered
<b>13.10</b>	A working knowledge of the recognised guidelines relating to aseptic preparation	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance; Current Good Manufacturing Practice; Quality Assurance and Validation	Mapped/covered
<b>13.11</b>	A working knowledge of the importance of maintaining a clean working environment	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination; Clean Room Cleaning and Monitoring	Mapped/covered

<b>13.12</b>	A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination	Mapped/covered
<b>13.13</b>	A working knowledge of the different types of environmental areas and when they should be used	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Clean Room Design and Equipment	The original documentation was confusing around the wording of clean room, with not enough details on grades/areas. Additional text was added by the provider.
<b>13.14</b>	A working knowledge of the possible sources of contamination and the appropriate methods of prevention	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination	Mapped/covered
<b>13.15</b>	A working knowledge of the importance of storing products correctly especially in relation to maintaining the cold chain from both chemical and microbiological aspects the	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Storage	There was nothing on chemical aspects in the original documentation. Additional text was added by the provider. Mapped/covered
<b>13.16</b>	A working knowledge of the various types of products	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Introduction to Aseptic Medicinal Products  Parenteral Nutrition, Cytotoxic Drugs, Central Intravenous Additive Service	Mapped/covered
<b>13.17</b>	A working knowledge of the chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Compounding and Administration of Cytotoxic Drugs	There was no mention of dose-banding or monoclonal antibodies in the original documentation. Additional text

	components			was added by the provider. Mapped/covered
13.18	A working knowledge of the different types of equipment and consumables and which products they must be used for	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Parenteral Nutrition; Compounding and Administration of Cytotoxic Drugs; Central Intravenous Additive Service	Mapped/covered
13.19	A working knowledge of the procedures for preparing, cleaning and decontaminating equipment and work areas	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Clean Room Design and Equipment; Clean Room Cleaning and Monitoring	Mapped/covered
13.20	A working knowledge of the importance of storing equipment safely and in a condition ready for use	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	The Manufacturing Process	The provider changed the mapping prior to the event. Mapped/covered
13.21	A working knowledge of the principles of formulae calculations, weights and measures	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>  <b>DA Module 3: Knowledge for Assembling Prescriptions</b>	Cytotoxic Drugs  Converting Units of Mass and Volume, Percentages	Dose-banding formulae calculations with respect to aseptic products were not covered in the original documentation. Additional text was added by the provider. Mapped/covered
13.22	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Clean Room Design and Equipment; Clean Room Cleaning and Monitoring	covered
13.23	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Quality Assurance and Validation, Parenteral Nutrition, Cytotoxic Drugs; Compounding and Administration of Cytotoxic	Operator testing was not included in the original documentation (this is mentioned in another section).

			Drugs	This was remapped and additional text added by the provider. Mapped/covered
13.24	A working knowledge of the importance of carrying out accuracy and quality checks	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	The Manufacturing Process	The importance of this criterion not covered in the original documentation. Additional text was added by provider. Mapped/covered
13.25	A working knowledge of the importance of label and product reconciliation	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	The Manufacturing Process, Labelling and Packaging	The importance of this criterion not covered in the original documentation. Additional text was added by provider. Mapped/covered
13.26	A working knowledge of the reasons for safe systems of work including the quarantine requirements and the appropriate checking processes	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	The Manufacturing Process, Storage	Mapped/covered
13.27	A working knowledge of the methods and materials used for packaging	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Labelling and Packaging	Mapped/covered
13.28	A working knowledge of the procedures for the safe handling and disposal of waste materials	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Handling of Waste	This criterion was not covered in the original documentation. Additional text was added by provider. Mapped/covered
13.29	A working knowledge of the importance of using approved documentation	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Documentation	Mapped/covered
13.30	A working knowledge of the how to identify near misses and errors	<b>Pharmacy Manufacturing Module 2: The Aseptic</b>	The Manufacturing Process	Mapped/covered

		<b>Manufacturing Process</b>		
		<b>DA Module 8: Clinical Governance</b>	Classification of errors, Types of Dispensing Errors	
<b>13.31</b>	A working knowledge of the causes and consequences of near misses and errors	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Current Good Manufacturing Practice	Mapped/covered
		<b>DA Module 8: Clinical Governance</b>	Classification of errors, Types of Dispensing Errors	
<b>13.32</b>	A working knowledge of local and/or national error reporting procedures and communication channels	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Current Good Manufacturing Practice	Mapped/covered
		<b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	
<b>13.33</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Documentation	Mapped/covered

#### 14. Prepare documentation and materials for the production of aseptic products

<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>14.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Introduction to Aseptic Medicinal Products  The Manufacturing Process	Mapped/covered
<b>14.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Current Good Manufacturing Practice, Introduction to aseptic medicinal products	Mapped/covered
<b>14.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Legislation and Guidance; Current Good Manufacturing Practice  Storage	Mapped/covered
<b>14.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance  The Dispensary Team	Mapped/covered



		<b>DA Module 1: Keeping You and the Public Safe</b>		
<b>14.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance, Quality Assurance and Validation, Current Good Manufacturing Practice	Mapped/covered
<b>14.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>DA Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>14.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>DA Module 8: Clinical Governance</b>	Current Good Manufacturing Practice  Records of Errors and Near Misses	Mapped/covered
<b>14.8</b>	A working knowledge of the principles of good manufacturing practice, including pharmaceutical quality systems and your role within that	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Quality Assurance and Validation; Current Good Manufacturing Practice	Mapped/covered
<b>14.9</b>	A working knowledge of the difference between preparation for individual patients and preparation for stock and how this is generally implemented in the workplace	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Legislation and Guidance	Mapped/covered
<b>14.10</b>	A working knowledge of the recognised guidelines relating to aseptic preparation	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Quality Assurance and Validation; Legislation and Guidance; Current Good Manufacturing Practice	Mapped/covered

		<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process:</b>	Labelling and Packaging	
<b>14.11</b>	A working knowledge of the importance of maintaining a clean working environment	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination; Clean Room Clothing and Monitoring	Mapped/covered
<b>14.12</b>	A working knowledge of the importance of personal hygiene and the correct use of protective / clean room clothing	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination	Mapped/covered
<b>14.13</b>	A working knowledge of the different types of environmentally controlled areas and when they should be used	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Clean Room Design and Equipment	This criterion was poorly covered in the original documentation. Additional text was added by the provider prior to the event. Mapped/covered
<b>14.14</b>	A working knowledge of the possible sources of contamination and appropriate methods of prevention	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Contamination	Mapped/covered
<b>14.15</b>	A working knowledge of the materials and equipment necessary for the preparation of aseptic production	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Clean Room Design and Equipment  Parenteral Nutrition; The Manufacturing Process; Compounding and Administration of Cytotoxic Drugs; Central Intravenous Additive Service	Mapped/covered
<b>14.16</b>	A working knowledge of the principles of	<b>Pharmacy Manufacturing</b>	Cytotoxic Drugs	Dose-banding formulae

	formulae calculations, weights and measures	<b>Module 2: The Aseptic Manufacturing Process</b>  <b>DA Module 3: Knowledge for Assembling Prescriptions</b>	Converting Units of Mass and Volume, Percentages	calculations with respect to aseptic products were not covered in the original documentation. Additional text was added by the provider. Mapped/covered
<b>14.17</b>	A working knowledge of the importance of environmental parameters, how to carry out their monitoring and the referral procedures if they are outside the set limits	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Clean Room Cleaning and Monitoring	Mapped/covered
<b>14.18</b>	A working knowledge of the various types of products	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Introduction to Aseptic Medicinal Products  Parenteral Nutrition, Cytotoxic Drugs, Central Intravenous Additive Service	Monoclonal antibodies were not mentioned in the original documentation. Additional text was added by the provider. Mapped/covered
<b>14.19</b>	A working knowledge of chemical and physical properties of ingredients relevant to formulation and compounding, including any interactions between raw materials and components	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Compounding and Administration of Cytotoxic Drugs	Mapped/covered
<b>14.20</b>	A working knowledge of the labelling and packaging requirements and conventions	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Labelling and Packaging	Mapped/covered
<b>14.21</b>	A working knowledge of aseptic techniques and when to use the different processes to minimise any associated risks	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Parenteral Nutrition, Cytotoxic Drugs; Compounding and Administration of Cytotoxic Drugs	Mapped/covered
<b>14.22</b>	A working knowledge of the procedures for	<b>Pharmacy Manufacturing</b>	Contamination; Clean Room	Mapped/covered

	cleaning, decontamination, and preparing the environment and components	<b>Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	Design and Equipment; Clean Room Cleaning and Monitoring  The Manufacturing Process	
<b>14.23</b>	A working knowledge of the importance of carrying out accuracy and quality checks	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>	The Manufacturing Process	The importance of this criterion was not covered in the original documentation. Additional text was added by the provider. Mapped/covered
<b>14.24</b>	A working knowledge of the importance of using approved documentation	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Documentation	Mapped/covered
<b>14.25</b>	A working knowledge of how to identify near misses and errors	<b>Pharmacy Manufacturing Module 2: The Aseptic Manufacturing Process</b>  <b>DA Module 8: Clinical Governance</b>	The Manufacturing Process  Classification of errors, Types of Dispensing Errors	Mapped/covered
<b>14.26</b>	A working knowledge of the causes and consequences of near misses and errors	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>  <b>DA Module 8: Clinical Governance</b>	Current Good Manufacturing Practice  Classification of errors, Types of Dispensing Errors	Mapped/covered
<b>14.27</b>	A working knowledge of local and/or national error reporting procedures and communication	<b>Pharmacy Manufacturing Module 1: Aseptic</b>	Current Good Manufacturing Practice	Mapped/covered

	channels	<b>Manufacturing: Legislation and Procedures</b> <b>DA Module 8: Clinical Governance</b>	Records of Errors and Near Misses	
<b>14.28</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Pharmacy Manufacturing Module 1: Aseptic Manufacturing: Legislation and Procedures</b>	Documentation	Mapped/covered

<b>15. Assist in the issuing of prescribed items</b>				
<b>To demonstrate knowledge and understanding in this NOS, assistants should be able to apply:</b>		<b>Name of document and module number</b>	<b>Page name</b>	<b>Accreditation team use only</b>
<b>15.1</b>	A working knowledge of the Standard Operating Procedures and the importance of adhering to them at all times	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Supplying Prescribed Items	Mapped/covered
<b>15.2</b>	A working knowledge of the importance of working within the limits of your competence and authority, when to seek agreement or permission from others and when to refer on to an appropriate person	<b>Module 1: Keeping You and the Public Safe</b>	What is Expected of You	Mapped/covered
<b>15.3</b>	A working knowledge of the current health and safety legislation and how it applies to the working environment	<b>Module 1: Keeping You and the Public Safe</b>	Workplace Health and Safety	Mapped/covered
<b>15.4</b>	A working knowledge of the legal, organisational and policy requirements relevant to your role, the role of others in your organisation and the activities being carried out	<b>Module 1: Keeping You and the Public Safe</b> <b>Module 6: Controlled</b>	Laws and Regulations Controlled Drug Registers	Mapped/covered

		<b>Drugs</b> <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Supplying Prescribed Items, Handing Out Prescribed Items	
<b>15.5</b>	A working knowledge of the relevant national and local guidelines, policies and procedures that are available and how and when they should be accessed	<b>Module 6: Controlled Drugs</b> <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Controlled Drug Registers  Supplying Prescribed Items, Handing Out Prescribed Items	Mapped/covered
<b>15.6</b>	A working knowledge of the importance of adhering to information governance policies and maintaining confidentiality when sharing information about individuals with others	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered
<b>15.7</b>	A working knowledge of the duty to report any acts or omissions that could be detrimental to individuals, yourself, colleagues or your employer	<b>Module 8: Clinical Governance</b>	Whistleblowing	Mapped/covered
<b>15.8</b>	A working knowledge of methods of enabling effective communication and supporting individuals to communicate their needs, views and preferences	<b>Module 1: Keeping You and the Public Safe</b>	Communicating with Customers with Additional Needs	Mapped/covered
<b>15.9</b>	A working knowledge of the current ethical and legal requirements that govern the issuing of a prescription	<b>Module 6: Controlled Drugs</b> <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	The Supply of Drugs to Drug Misusers  Handing Out Prescribed Items; Patient Counselling	Mapped/covered
<b>15.10</b>	A working knowledge of the importance of	<b>Module 6:</b>	Controlled Drug Registers; The	Mapped/covered

	confirming the individual's identity before issuing dispensed items	<b>Controlled Drugs</b>  <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Supply of Drugs to Drug Misusers  Handing Out Prescribed Items	
<b>15.11</b>	A working knowledge of the importance of providing relevant information on the prescribed item within your scope of practice	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Supplying Prescribed Items, Handing Out Prescribed Items; Patient Counselling	Mapped/covered
<b>15.12</b>	A working knowledge of how medicines are administered and how to safely store them	<b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Patient Counselling	Mapped/covered
<b>15.13</b>	A working knowledge of the importance of ensuring that the appropriate packaging is used for issued medication	<b>Module 5: Stock</b>  <b>Module 7: Handing Out Prescriptions and Patient Counselling</b>	Supplying Stock; Storing Stock  Supplying Prescribed Items	Mapped/covered
<b>15.14</b>	A working knowledge of the importance of recording, storing and retrieving information in accordance with organisational procedures	<b>Module 1: Keeping You and the Public Safe</b>	Laws and Regulations	Mapped/covered